



**Aetna Better Health[®]
of Kentucky**



Provider Engagement


Our Network Manager (Provider Engagement) Team is assigned to designated areas throughout the state and are located within the communities in which they serve. We are subject matter experts and are available to providers for education, training, and support.

Aetna Better Health of Kentucky offers a provider services line which can be reached by calling 1-855-300-5528 - Monday through Friday 7 AM-7 PM ET
Please take advantage of our **CONTACT US** web form for questions.
Use this form to ask about enrollment, claims and more.


[Provider Request Form](#)

For general questions, email KYProviderRelations@aetna.com.

Supporting Kentucky Youth – (SKY)

| Territory | Contact Information | |
|---|--|---|
| Liaison – Statewide All other out of state not otherwise listed below. | Michelle Marrs 859-221-4737 MarrsM@aetna.com |  |

Behavioral Health


| Territory | Contact Information | |
|--|---|---|
| Community Mental Health Centers – Statewide Behavioral health providers – <ul style="list-style-type: none">• Region 1• Region 2• Region 7• Region 8 | Holly Smith 815-641-7411 SmithH3@aetna.com |  |





Behavioral Health

| Territory | Contact Information | |
|--|--|---|
| Behavioral health providers <ul style="list-style-type: none"> Region 3 Region 4 Region 5 Region 6 | Christi Atkinson 859-321-0775 AtkinsonC1@aetna.com |  |

All Provider Types


| Territory –excluding Behavioral Health | Contact Information | |
|--|--|---|
| Region 1 - Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, Marshall, McCracken Region 2 - Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster ABHKY providers located in Indiana | Gina Gullo 502-612-9958 RGullo@aetna.com |  |


| Territory – All Provider Types excluding Behavioral Health | Contact Information | |
|---|---|---|
| Region 3 - Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington | Tammy Rains 513-614-4630 Tammy.Rains@aetna.com |  |


| Territory – All Provider Types excluding Behavioral Health | Contact Information | |
|--|---|---|
| Region 4 -Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne ABHKY providers located in Tennessee | Andrea Dewitt 270-306-0765 DewittA@aetna.com |  |



| Territory – All Provider Types excluding Behavioral Health | Contact Information | |
|--|---|---|
| Region 5 - Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford | Trista Gibson 606-305-2705 GibsonT1@aetna.com |  |


| Territory – All Provider Types excluding Behavioral Health | Contact Information | |
|--|---|---|
| Region 6 – Boone, Campbell, Gallatin, Grant, Kenton, Pendleton Region 7 - Bath, Boyd, Bracken, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan ABHKY providers located in Ohio | Karen Ruf 513-716-0336 Karen.Ruf@aetna.com |  |

| Territory – All Provider Types excluding Behavioral Health | Contact Information | |
|--|---|---|
| Region 7 - Bath, Boyd, Bracken, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan Region 8 - Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe ABHKY providers located in Virginia & West Virginia | Jennifer Hardin 606-240-0120 HardinJ@aetna.com |  |


| Territory – IPAs listed | Contact Information | |
|--|--|---|
| Independent Provider Associations <ul style="list-style-type: none"> • Association of Primary Care Physicians • Kentucky Primary Care • The Physician Network | Shawna Sharp 606-359-9955 SharpS@aetna.com |  |



Supervisor, Network Management

| | Contact Information | |
|--|--|---|
| | Krystal Risner 606-687-0310 RisnerK@aetna.com |  |

Ld. Director, Network Management

| | Contact Information | |
|--|---|---|
| | JoAnn Marston 859-669-6217 MarstonJ@aetna.com |  |

Mailbox: Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: KyProviderUpdates@aetna.com.

EFT/ERA Registration Services (EERS), a better and more streamlined way for our providers to access enrollment in electronic payment services. - To enroll in EERS, please visit <https://payerenrollservices.com/>

Save time by accessing our online resources.

Be sure to check out our convenient web tools, available 24/7.

- **Health Plan Website** - The health plan website is a resource for members and providers. Providers will find information such as the member handbook, provider manual and the formulary on the health plan website. Visit the Website at: [AetnaBetterHealth.com/Kentucky](https://www.aetna.com/betterhealth/kentucky)
- **Availity** - Simplifies provider transactions such as electronic data exchange, prior authorization requests, claim status, and member inquiries. Visit Availity at: <https://apps.availity.com/availity/web/public.elegant.login>
- **Network Notices** - We have moved to a web-based application allowing us to share more information with you as needed. If you don't currently receive our notices, please take just a minute to sign up. Visit us at: <https://lp.constantcontactpages.com/su/Y4DwUms>

